



CASE STUDY:

Harwal Group eradicates the stress of multivendor fleet management and saves €260,000 with Ricoh



Working with Ricoh, Harwal Group consolidates its print fleet by 43 percent, lifts efficiency and sustainability, drastically reduces management workloads, and cuts print costs by 50 percent.

COMPANY & CHALLENGE

Headquartered in the United Arab Emirates (UAE), Harwal Group is one of the leading manufacturers of recyclable plastics in the Persian Gulf region. Founded in 1938, the Group creates plastics compounds, electrical products, industrial packaging, and building materials, and operates in 65 countries worldwide. Harwal Group companies, which include Cosmoplast and Interplast, are united in their focus on innovation, quality, and sustainability to help customers achieve success.

Harwal Group handles multi-million-dollar large volume contracts with construction companies and public sector organisations right through to specialist production jobs for consumer goods firms. Internally, the Group manages

many business processes using electronic documentation, but when it comes to project records and correspondence, clients often prefer hard copies, creating high demand for print services.

Previously, around 1,000 Harwal Group users relied on more than 350 printers from multiple vendors — mostly personal desktop printers, with a small number of multi-functional devices (MFDs). In-house technicians managed the printers, with many hours spent checking performance, handling maintenance and repairs, monitoring toner levels, and purchasing resupplies of consumables.

Sabu John Bosco, IT Manager at Harwal Group, explains: “Managing relationships with so many vendors created huge amounts of administration. In the case of procuring new



stocks of toner, we would check contracts, reach out to our supplier, and then go back and forth negotiating the best possible deal. Repeating this process with all of our vendors was a headache that drained our time and energy.”

With hundreds of individual desktop printers, Harwal Group had limited insight and control over usage patterns. Print volumes and paper consumption were high with no means of identifying the reasons, while costs were reaching alarming levels. Additionally, the personal desktop devices were rarely switched off, unnecessarily consuming energy and adding to expenses.

SOLUTION

Harwal Group invited vendors to complete a two-month audit of current devices, volumes, and costs, and return with solution proposals. And after in-depth analysis, Harwal Group chose to work with Ricoh business partner Graphic International Centre to standardise on Ricoh MFDs, with intelligent print management software.



We targeted a smarter way of working that would reduce the admin burden and free us from laborious maintenance and purchasing tasks. By rethinking our processes, we looked to shrink our print volumes, operate in a more sustainable way, and generate significant cost savings.

*Sabu John Bosco, IT Manager at
Harwal Group*



“We measured around 20 different assessment criteria, including print speeds and potential output per minute, and mono and colour capabilities. Graphic and Ricoh scored very highly on these measurements, plus they provided an excellent presentation, with clear communication on how their solutions and services would help to optimise our print environment and reduce our cost per page.”

Sabu John Bosco, IT Manager at Harwal Group

Working closely with Graphic, Harwal Group implemented the Ricoh equipment and the software tools at more than 15 locations, as Sabu John Bosco explains: “Graphic provided very efficient deployment services. We faced some challenges early on due to our unique network management processes and configurations, but Graphic brought in specialist teams from Ricoh to integrate the devices and software with our environment.”

Today, Harwal Group has replaced its multivendor fleet with powerful, networked Ricoh MFDs. The print management software provides pull print printing and secure document release capabilities — helping to safeguard sensitive information and giving business users the option to collect documents from any networked device.

“Some users travel between locations that are 60 kilometres apart,” adds Sabu John Bosco. “Previously, they had to remember to prepare critical documents on their desktop printer before leaving their office. Now, they have the flexibility to release documents on their arrival on site, saving them time.”

Additional software tools monitor print fleet performance, and enable preventive maintenance, handled by Graphic. For example, the solution sends alerts whenever toner levels

reach predefined thresholds, so that Graphic knows to dispatch re-supplies.

Sabu John Bosco comments: “The proactive maintenance from Graphic keeps our Ricoh devices in excellent running order. We have worked together for three years now, and in that time, we have never had to call them with a critical issue: the quality of service that we receive is exceptional.”

BENEFITS

With Graphic and Ricoh, Harwal Group has successfully simplified, modernised, and consolidated its critical print environment. Shifting from desktop printers to MFDs has enabled the Group to reduce the fleet by 43 percent, cutting energy consumption and costs. With the solution in place, Harwal Group has found that users who were initially reluctant to lose their personal devices have grown to embrace the robust security, performance, and availability of the Ricoh solutions.

The managed print service has unlocked valuable efficiency gains for Harwal Group. With Graphic now performing all maintenance, repairs, consumable resupply, and fleet



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monitoring tasks that were previously handled by in-house technicians, Harwal Group has achieved time and cost savings amounting to 2.0 full-time-equivalents (FTEs).

Sabu John Bosco continues: “Graphic and Ricoh have had a hugely positive impact on the quality of my working life. We have wiped out the stress and hassle of juggling lots of different contracts and going through drawn-out negotiations to get a better deal for print consumables. Now, we have a streamlined procurement process, with one responsive print partner maintaining the fleet, and more time internally for value-add working.”

The print management software and integrated Ricoh MFDs also give Harwal Group much greater control over usage, with full tracking of who is printing, what is being printed (colour, mono, duplex and more), and when. By enabling users to reach the best device for their specific print task, Harwal Group has seen reduced print volumes and lower paper consumption, helping to support eco-friendly operations.

The consolidated print fleet, energy-efficient Ricoh devices, and reduced print volumes generate massive cost savings, as Sabu John Bosco explains: “The project with Graphic and Ricoh has reduced our printing costs by 50 percent — a saving of 1 million United Arab Emirates dirhams [around €260,000], an excellent outcome.”

He concludes: “We made a great choice to work with Graphic and Ricoh: they have consistently delivered top-quality print solutions and services, helping us to achieve our cost, efficiency, and sustainability goals. Beyond print, we have many digital transformation projects underway, such as creating paperless, automated back-office workflows, and we will be keen to explore how Ricoh how can help us in these areas.”

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere.

With cultivated knowledge and organizational capabilities nurtured over its 85-year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimize business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD).

For further information, please visit www.ricoh-europe.com